



Christin S McMeley  
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Deputy Compliance Officer  
Charter Communications, Inc.  
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August 5, 2008

***VIA CERTIFIED MAIL***

Attorney General Kelly A. Ayotte  
Office of the Attorney General  
33 Capitol Street  
Concord, NH 03301

RE: Confidential Notice Pursuant to N.H. REV. STAT. ANN. § 359-C:20

Dear Attorney General Kelly A. Ayotte:

This notice is being provided to you pursuant to N.H. REV. STAT. ANN. § 359-C:20 regarding a recent security incident at Charter Communications' Greenville, South Carolina office facility.

On July 14, 2008, Charter discovered that one of its locked office facilities in Greenville, South Carolina was burglarized and that twelve (12) laptop computers had been stolen. One (1) of those laptops contained files with "personal information" regarding fifteen (15) current and former Charter employees that presently reside in the State of New Hampshire. In some but not all cases, the files included the employees' names, social security numbers and/or driver's license numbers.

As soon as Charter became aware of the situation, we immediately notified the Greenville, South Carolina Sheriff's Department and initiated an internal investigation. Charter formed an internal rapid response team to thoroughly investigate the theft and to identify whether any personal information was contained on the stolen laptops. Once the presence of personal information was confirmed we worked diligently to identify the affected individuals and prepared the attached notification letter (*see* Attachment A). Charter continues to work with local law enforcement to identify and apprehend those responsible for the theft and to recover the stolen computers and employee information.

At the time of the burglary, the laptop containing personal information was locked within Charter's office facility and locked within a Charter employee's office. Additionally, Charter requires every laptop to have a unique log-on username and a complex password. Every laptop will automatically lock out upon multiple failed log-on attempts. Nevertheless, as a result of this incident, Charter has reviewed and reinforced its security and records management policies to prevent similar incidents in the future. Charter is committed to protecting the privacy and security of its employees' data, and to that end, has taken immediate steps to fortify the security measures that are in place and will continue to reassess its security policies.

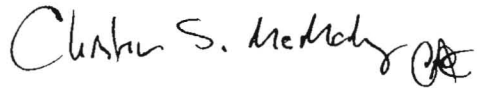
Charter is committed to providing all affected individuals with advice and support to ensure that their personal information is not misused. Charter has engaged Kroll, Inc. to provide the affected individuals access to its ID TheftSmart™ service. This service provides twelve months of active identity monitoring services designed to detect the misuse of their personal information and professional identity restoration services if any fraud is found. A special toll-free number has been established for immediate access to licensed investigators to assist the affected individuals with any questions they might have.

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Charter intends to send notification letters to the affected individuals as early as Wednesday, August 6, 2008.

If you have any questions regarding this notification, please do not hesitate to contact me directly at 314/543-5663.

Most Sincerely,

A handwritten signature in black ink, reading "Christin S. McMeley" followed by a stylized monogram or initials.

Christin S. McMeley  
Vice President & Senior Counsel  
Deputy Compliance Office  
Charter Communications



Secure Processing Center | 600 Satellite Blvd | Suwanee, GA 30024

Urgent Message from Charter Communications.  
Please Open Immediately.

<FirstName> <MiddleInitial> <LastName> <Suffix>  
<Address> (Line 1)  
<Address> (Line 2)  
<City> <State> <Zip>  
<POSTNET BARCODE>

Dear <FirstName> <MiddleInitial> <LastName> <Suffix>,

We are writing to inform you of a recent incident that could affect you.

On July 14, 2008, Charter was notified that a number of laptop computers located in a locked Charter office facility in Greenville, South Carolina had been stolen. Charter immediately contacted the Greenville, SC Sheriff's Department and initiated an investigation to determine the information contained on the laptops. During the course of our internal investigation, Charter became aware that one laptop contained social security numbers, dates of birth, and driver's license numbers for some current and former employees. Charter is working with local law enforcement to identify and apprehend those responsible for the theft and to recover the stolen computers.

You are one of the individuals whose personal information may have been contained on the laptop. At this time, have no reason to believe that your personal information has been misused; however, we wanted to make you aware of this situation. This is an unfortunate incident and we regret any inconvenience it may cause you.

We assure you that we are committed to safeguarding your sensitive personal information and have taken immediate steps to fortify the security measures that were already in place. Also, because protecting your personal information is important to us, we have engaged Kroll Inc. to provide you with access to its ID TheftSmart™ service, at no cost to you. This service includes Continuous Credit Monitoring and a Trimerged Credit Report and may include access to Kroll's Enhanced Identity Theft Restoration service in the event the loss of your data leads to actual identity theft. These services are described in the enclosed materials.

We urge you to take the time to read about the safeguards available to you through Kroll's Continuous Credit Monitoring and Trimerged Credit Report services. To avail yourself of the credit monitoring services, ***please complete and return the enclosed authorization form by mail no later than September 30, 2008.***

If you have questions about this notification or feel you may have an identity theft issue, please call ID TheftSmart member services at 1-800-XXX-XXXX between 8:00 a.m. and 5:00 p.m. (Central Time), Monday through Friday.

Sincerely,

Charter Communications

# U.S. State Notification Requirements

You may obtain a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account. It is recommended that you remain vigilant for incidents of fraud and identity theft by reviewing credit card account statements and monitoring your credit report for unauthorized activity. You may obtain a free copy of your credit report by contacting any one or more of the following national consumer reporting agencies:

**Equifax**

P.O. Box 740241  
Atlanta, Georgia 30348  
1-800-685-1111  
[www.equifax.com](http://www.equifax.com)

**Experian**

P.O. Box 2104  
Allen, TX 75013  
1-888-397-3742  
[www.experian.com](http://www.experian.com)

**TransUnion**

P.O. Box 6790  
Fullerton, CA 92834-6790  
1-877-322-8228  
[www.transunion.com](http://www.transunion.com)

You should report any suspected identity theft to law enforcement, as well as the Federal Trade Commission.

**Federal Trade Commission Consumer Response Center**

Pennsylvania Avenue  
NW Washington, DC 20580  
1-877-IDTHEFT (438-4338)  
[www.ftc.gov/bcp/edu/microsites/idtheft/](http://www.ftc.gov/bcp/edu/microsites/idtheft/)

You have a right to obtain a police report if you are a victim of identity theft. You also have the right to place a security freeze on your credit report. A security freeze is intended to prevent credit, loans and services from being approved in your name without your consent; however, using a security freeze may delay your ability to obtain credit.

To place a security freeze on your credit report, you need to send a request to a consumer reporting agency by certified mail, overnight mail, or regular stamped mail. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. The consumer reporting agency may charge a fee of up to \$5.00 to place a freeze or lift or remove a freeze, unless you are a victim of identity theft or the spouse of a victim of identity theft, and you have submitted a valid police report relating to the identity theft incident to the consumer reporting agency.

**For residents of *Maryland*:**

You can also obtain information from the Maryland Office of the Attorney General about steps you can take to avoid identity theft.

**Maryland Office of the Attorney General**

Consumer Protection Division  
200 St. Paul Place 600  
Baltimore, MD 21202  
1-888-743-0023  
[www.oag.state.md.us](http://www.oag.state.md.us)



<FirstName> <MiddleInitial> <LastName> <Suffix>  
Membership Number: <Membership Number>

Member Services: 1-800-XXX-XXXX  
8:00 a.m. to 5:00 p.m. (Central Time), Monday through Friday  
If you have questions or feel you may have an identity theft  
issue, please call ID TheftSmart member services



<FirstName> <MiddleInitial> <LastName> <Suffix>  
Membership Number: <Membership Number>

Member Services: 1-800-XXX-XXXX  
8:00 a.m. to 5:00 p.m. (Central Time), Monday through Friday  
If you have questions or feel you may have an identity theft  
issue, please call ID TheftSmart member services

Please detach cards and keep in a convenient place for your reference